

DIGITAL BANKING AUTHENTICATION OPTIONS GUIDE

Page 2: Two step verification

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Voice or text message
Verification codes are sent to your phone.

2



Authy
Verification codes are sent to your phone or the Authy app.

3



Authenticator app
Using a different authenticator app? We support using any authenticator app using either a QR code scan or manual code entry.

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Our upgraded security settings will now require 2-step verification.

Each time you sign in to your account on an unrecognized device, we require your password and a verification code.

This update will add an extra layer of protection to your account, ensuring you have complete control over who can access your information.



Protect your account with 2-step verification

Each time you sign into your account on an unrecognized device, we require your password and a verification code. Never share your code with anyone.



Add an extra layer of security

Enter your password and a unique verification code.



Keep the bad people out

Even if someone else gets your password, it won't be enough to sign into your account.

[Get started](#)




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DIGITAL BANKING AUTHENTICATION OPTIONS GUIDE

Option One (1) is Voice or Text Message.

Your verification code will be sent to a phone number of your choice.



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-  **Voice or text message**
Verification codes are sent to your phone.
-  **Authy**
Verification codes are sent to your phone or the Authy app.
-  **Authenticator app**
Using a different authenticator app? We support using any authenticator app using either a QR code scan or manual code entry.

DIGITAL BANKING AUTHENTICATION OPTIONS GUIDE

After selecting Voice or Text Message, you will be prompted to enter in your desired phone number.

This phone number will need to receive a verification code each time you log in to an unrecognized device.

Message and data rates may apply.



Let's set up your phone

Provide a phone number that we have on file. On sign in, this number will be used to contact you with a unique verification code to confirm it's you. Message and data rates may apply.

Country	
+ 1	Phone
US/Canada	

Next

Need help?



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DIGITAL BANKING AUTHENTICATION OPTIONS GUIDE

Next you will choose how you wish to receive your verification code by phone number.

- Text message/SMS
or
- Phone call

Your code will be valid for 5 minutes.

Keep in mind that landlines cannot receive text messages.

How do you want to get your codes?

We will send a one-time code to the phone number you provided.
It will be valid for 5 minutes.

- Text message/SMS (2FA program)
Message and data rates may apply.
Reply HELP for help and STOP to opt out.
[SMS terms](#) [Privacy policy](#)
- Phone call

Send code

[Need help?](#)



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DIGITAL BANKING AUTHENTICATION OPTIONS GUIDE

Enter in the verification code received by call or text.

If your code has expired or you've missed your call, click the "Resend Code" option below the verify button.

If you are on a trusted device, you may select the "Don't ask for codes again while using this browser" box.

Codes will still be required for other browsers on the device, as well as when logging in to unrecognized devices.

Confirm phone number

We will be giving you a call shortly at with your verification code. This code will expire after 5 minutes.

Don't ask for codes again while using this browser

Verify

Resend Code



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DIGITAL BANKING AUTHENTICATION OPTIONS GUIDE

You will receive a confirmation message when your verification is set up successfully.



You're all set!

From now on, when prompted for a verification code upon sign in you can receive that code from a phone call to this phone number.

Done

DIGITAL BANKING

AUTHENTICATION OPTIONS GUIDE

Option Two (2) is Authy. Receive verification codes via the Authy App, Text/SMS & Authy, or Phone Call & Authy.



Voice or text message
Verification codes are sent to your phone.

2



Authy
Verification codes are sent to your phone or the Authy app.



Authenticator app
Using a different authenticator app? We support using any authenticator app using either a QR code scan or manual code entry.

DIGITAL BANKING AUTHENTICATION OPTIONS GUIDE

You will need to download the Twilio Authy authentication app. Go to your app store and search for Authy. Download and open.



Enter in your phone number.

Hi there,

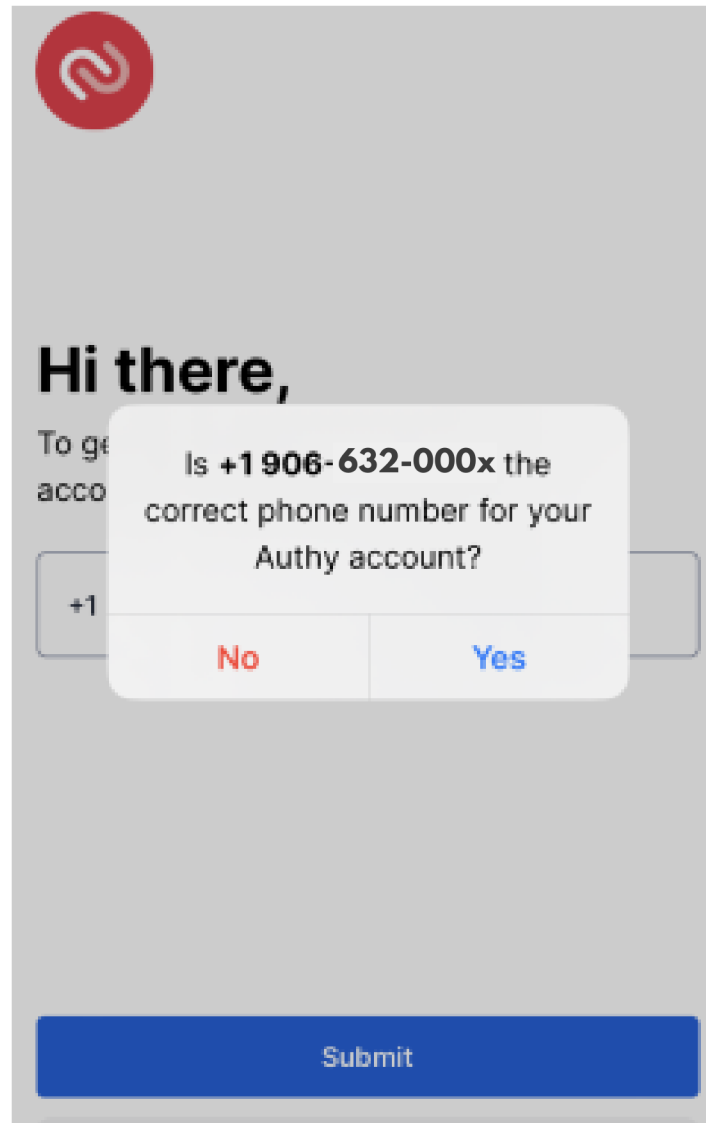
To get started, login or create an Authy account with your phone number.

+1	▼	906-632xxxx
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Submit

DIGITAL BANKING AUTHENTICATION OPTIONS GUIDE

Verify the phone number is correct and click yes.



DIGITAL BANKING AUTHENTICATION OPTIONS GUIDE

Choose whether you would like to verify the account by

- SMS (text) Message
- or
- Receive a Call

Verify your account

Select one of the following methods to verify your account:

[Receive SMS message](#)

[Receive call](#)

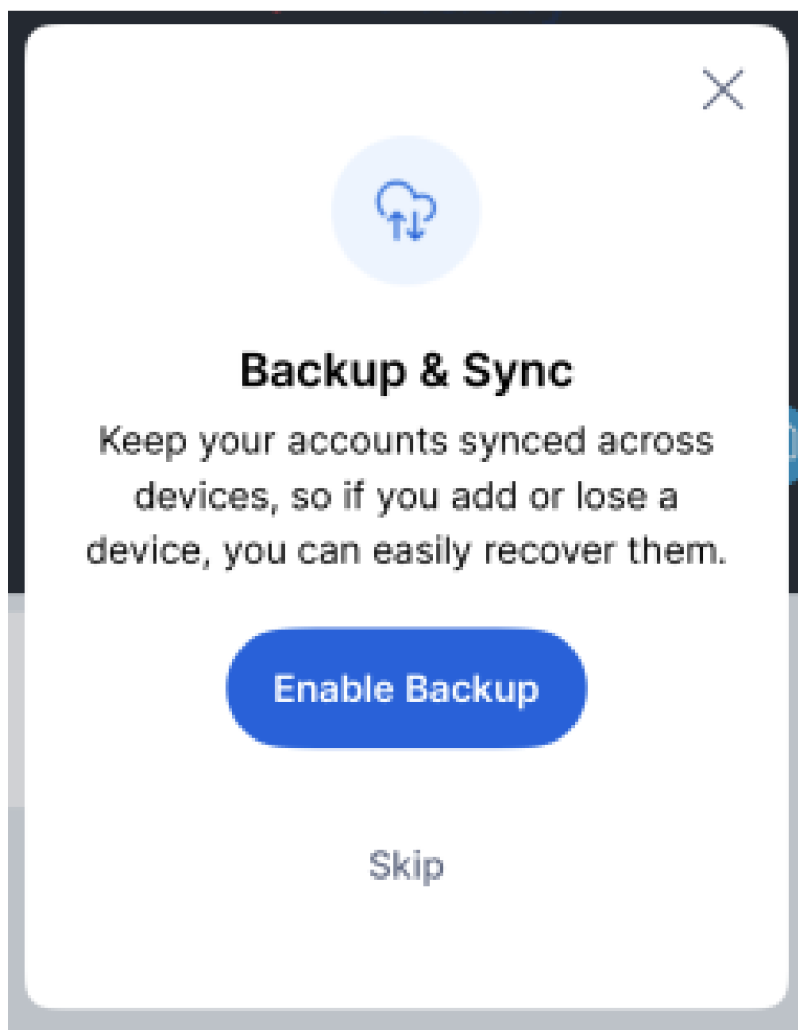
Enter the verification code that was received by call or text.

SMS message sent

Enter the verification code we sent to +1 906- 632-000X

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Choose whether you would like to Enable Backup or Skip.



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If you enable backup, you will be asked to create a password “backup key”.




Backup Key



Create Your Backup Key



Create a backup key to encrypt and store all your tokens, so if you add or lose your device, you can easily recover them.

[Create Backup Key](#)


DIGITAL BANKING AUTHENTICATION OPTIONS GUIDE

Read the key information provided.

Store Your Authy Backup Key

Created Feb 29, 2024

.....123! 

- **Store this key in a secure place**, or print it for your record, where you can easily find it. This key is unique to your Authy account and can't be restored if you lose it.
- You'll need it to access or decrypt tokens on any device tied to your Authy account.
- If you use multiple devices, please make sure to enter this **same backup key** on all other devices.

DIGITAL BANKING AUTHENTICATION OPTIONS GUIDE

Now that the Authy App is downloaded, select Authy in Digital Banking, you will be prompted to enter an email and phone number.



Get codes from the Authy app

Provide an email and phone number to get codes via phone, SMS, or Authy authenticator app.

Email

Country

US/Canada

Phone

Next

[Need help?](#)

DIGITAL BANKING AUTHENTICATION OPTIONS GUIDE

Select how you wish to receive your verification codes.

- Text Message (also generated in the Authy App)
or
- Phone Call (also generated in the Authy app)
or
- Authentication app (only generated in the Authy App)

The code will always be available in Authy no matter which option you choose.

How do you want to get your codes?

Text message


Phone call

Authenticator app
We support the Authy app.
[Download Authy](#)

[Send code](#)

[Need help?](#)

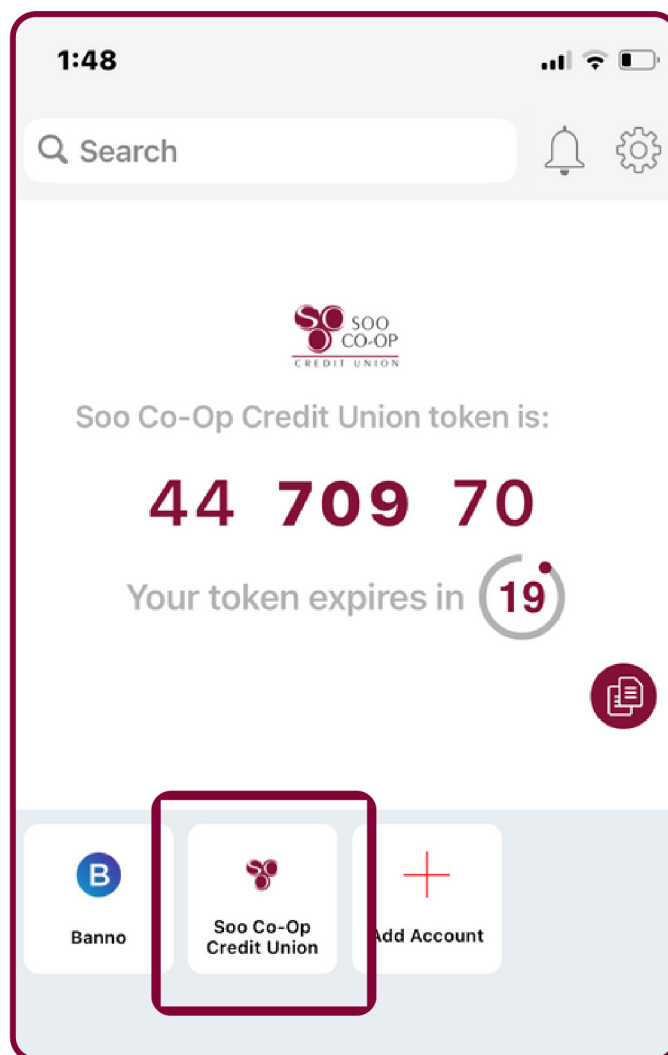


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Codes will be available in the Authy app under the Soo Co-op Credit Union account option.

If you chose Text Message or Phone Call, the verification code will be provided in Authy as well as your method of choice.



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Enter the verification code into Digital Banking to confirm your account.

Confirm account

We sent a code to 906632000X. If you have the Authy app installed, you can get your code there. This code will expire after 5 minutes.

Verification code

Don't ask for codes again while using this browser

Verify

Resend Code

You will receive a confirmation message when your verification is set up successfully.




You're all set!

From now on, you'll get codes delivered from Authy via phone, sms, or Authy authenticator app.

Done



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Option Three (3) is to utilize all other authentication apps that use QR code scan or manual code entry.



Voice or text message
Verification codes are sent to your phone.



Authy
Verification codes are sent to your phone or the Authy app.

3



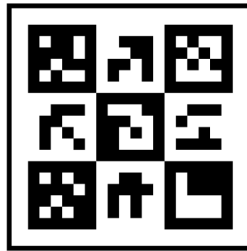
Authenticator app
Using a different authenticator app? We support using any authenticator app using either a QR code scan or manual code entry.

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Download your choice of authentication app, add a new account, and then scan the QR code to set up your account. You may also manually enter the code.

Use an authenticator app

Download a free authenticator app, add a new account, and then scan this QR code to set up your account:



or enter the code manually

OYRVEQTIFFBDG7KQKR4S4IZPKZ6XQ4LFHIWDQVCXK5LXESREKM4A

Verification code

Don't ask for codes again while using this browser

Verify